

Return to Owner Metro Animal Services

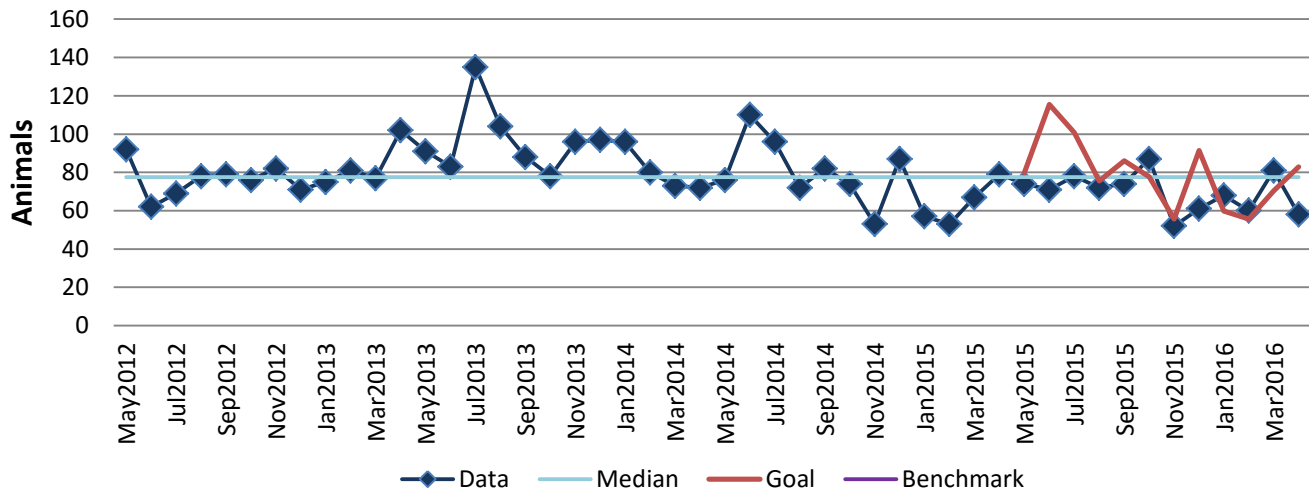


KPI Owner: Stephanie Moore

Process: Animal Adoption and Placement

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: CY11 1,143 Animals, avg. 95/month Goal: Increase the number of animals that are returned to owners by 5% from the previous year's month Benchmark: TBD		Data Source: Chameleon Goal Source: Strategic Plan Benchmark Source: TBD	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: Number of animals returned to their owners Why Measure: Positive outcome for animals Next Improvement Step: New tag machine which will help to identify animals		
How Are We Doing?					
May2015-Apr2016 12 Month Goal	May2015-Apr2016 12 Month Actual		Apr2016 Goal	Apr2016 Actual	
951	836		83	58	
Animals	Animals		Animals	Animals	

Return to Owner



May2015-Apr2016 Pareto Analysis

